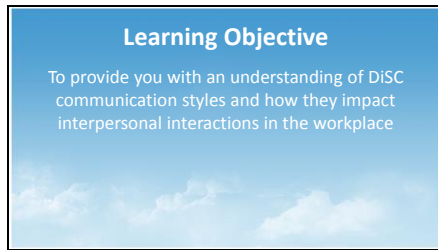


Slide 1



Slide 2



Slide 3



Slide 4

Understanding Non-Verbal Communication

7% - Words

38% - Tone

55% - Body Language



Slide 5

THE PLATINUM RULE OF COMMUNICATION...

Communicate with others as **they** would like you to.

Slide 6

Benefits of Knowing Yourself and Your Audience

Four distinct behavior styles will help you better understand **your** communication style and those of **others** around you

By understanding, you will:

- Avoid miscommunication
- Build trust, and
- Communicate more effectively

Slide 7



Slide 8

Dominance Style

- Seeks control
- Likes action; decisiveness
- Prefers maximum freedom to manage self and others
- Cool, independent and competitive
- Has low tolerance for advice, feelings, attitudes of others

SUCCESS

NEXT EXIT

Slide 9

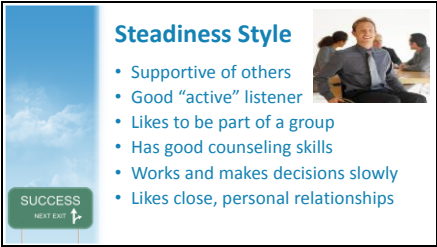
Influence Style

- Is often spontaneous
- Likes to be involved
- Enjoys other people
- Prefers frequent interaction
- Jumps from one activity to another
- Likes to be recognized publicly

SUCCESS

NEXT EXIT


Slide 10



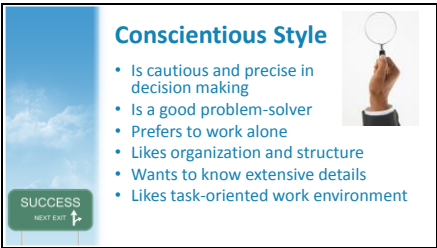
Steadiness Style

- Supportive of others
- Good “active” listener
- Likes to be part of a group
- Has good counseling skills
- Works and makes decisions slowly
- Likes close, personal relationships

SUCCESS
NEXT EXIT




Slide 11



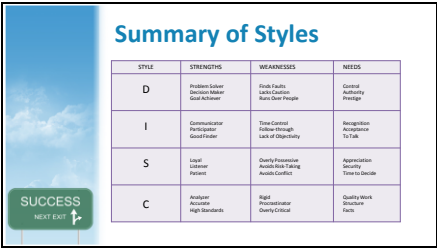
Conscientious Style

- Is cautious and precise in decision making
- Is a good problem-solver
- Prefers to work alone
- Likes organization and structure
- Wants to know extensive details
- Likes task-oriented work environment

SUCCESS
NEXT EXIT



Slide 12



Summary of Styles

STYLE	STRENGTHS	WEAKNESSES	NEEDS
D	Problem Solver Decision Maker Goal Achiever	Task Focals Little Caution Runs Over People	Control Authority Privacy
I	Communicator Participator Good Follower	Time Control Follow Through Lack of Objectivity	Negotiation Acceptance To Talk
S	Loyal Learner Patient	Overly Permissive Avoids Risk Taking Avoids Conflict	Appreciation Security Time to Decide
C	Analyst Accurate High Standards	Rigid Perfectionist Overly Critical	Quality Work Structure Risks


SUCCESS
NEXT EXIT

Slide 13

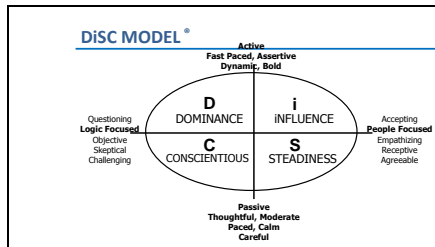
Activity: Communication Styles

With your group, write on the chart:

- Likes - How you like to communicate and be communicated with
- Frustrations - What frustrates you when others are communicating with you



Slide 14



Slide 15

"COMMUNICATION IS IN THE MIND OF THE RECIPIENT. YOU'RE JUST MAKING NOISE IF THE OTHER PERSON DOESN'T HEAR YOU."

- JAY SIDHU, CEO SOVEREIGN BANK

Slide 16

